

PENSIONS
INVESTMENTS
LIFE INSURANCE



Irish Life

GUARANTEED WHOLE OF LIFE COVER







ABOUT US

Established in Ireland in 1939, Irish Life is Ireland's leading life and pensions company. Since July 2013 Irish Life has been part of the Great-West Lifeco group of companies, one of the world's leading life assurance organisations.

Irish Life is committed to delivering innovative products backed by the highest standards of customer service and, as part of Great-West Lifeco, has access to experience and expertise on a global scale, allowing the company to continuously enhance its leading range of products and services.

Information correct as of May 2018. For the latest information, please see www.irishlife.ie.

GUARANTEED WHOLE OF LIFE COVER INSURANCE	
 Aim	To help your family cover funeral expenses if you die. Or to provide tax-efficient inheritance planning cover for your family. Guaranteed Whole of Life Cover is not a savings plan and will not provide a cash-in value at any stage.
 Cost of cover	The cost of your cover will stay the same throughout your plan and there are no reviews with this plan.
 Time period	This is a whole-of-life plan. You will be insured for your whole life until you die, as long as you continue to pay your regular payments.
 Jargon-free	Yes.

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All information including the Terms and Conditions of your plan will be provided in English.

The information and figures quoted in this booklet are correct as at May 2018 but may change.

INTRODUCTION

This booklet will give you details of the benefits of your Guaranteed Whole of Life Cover plan. This guide explains your product in short and simple terms. There are more specific details and rules in your Terms and Conditions booklet which you should read carefully.

Our service to you...

PUTTING YOU FIRST

At Irish Life we are committed to providing excellent customer service to you at all times, from the moment you apply for cover right throughout the life of your plan.

When you ring us, you will get straight through to our service team, based in Ireland. They are on hand to answer your questions and help you when you are looking for answers. Below is just a sample of the services we offer to make the protection process a little easier for you.

YOU CAN CHANGE YOUR MIND

We want to make sure that you are happy with your decision to take out Guaranteed Whole of Life Cover. If after taking out this plan you feel it is not suitable, you have 30 days to cancel the plan. If you decide to do this, we guarantee to refund any payments you have made within the first 30 days of sending you details of your plan. The 30-day period starts from the day we send you your welcome pack.

KEEPING YOU UP TO DATE

We are committed to keeping you informed about your plan. Because of this, every year we will send you a statement to tell you what your protection benefits are.

EUROPEAN COMMUNITIES (DISTANCE MARKETING OF CONSUMER FINANCIAL SERVICES) REGULATIONS 2004

If a financial service or product is provided on a 'distance basis' (in other words, with no face-to-face contact), we have to give you certain information. We have included this information under various headings in this booklet, and the Terms and Conditions. All information (including the terms and conditions of your plan) will be in English.

ONLINE SERVICES

We have a range of online services available for you.

You can check the details of your cover online by visiting our website www.irishlife.ie and logging into My Online Services.

SOLVENCY AND FINANCIAL CONDITION REPORT

Irish Life's current Solvency and Financial Condition Report is available on our website at www.irishlife.ie.

How to contact

us...



If you want to talk to us, just phone our Customer Service Team on 01 704 1010. They can answer questions about your plan.

Our lines are open:

8am to 8pm Monday to Thursday

10am to 6pm Friday

9am to 1pm Saturday.

In the interest of customer service, we will record and monitor calls.

You can also contact us in the following ways:

Email: customerservice@irishlife.ie

Fax: 01 704 1900

Write to: Customer service team,
Irish Life Assurance plc,
Irish Life Centre,
Lower Abbey Street,
Dublin 1.

Website: www.irishlife.ie

ANY PROBLEMS?

If you experience any problems, please call your Financial Adviser or contact our customer service team. We monitor our complaint process to make sure it is of the highest standard. We hope you never have to complain. However, if for any reason you do, we want to hear from you. If, having contacted the customer service team, you feel we have not dealt fairly with your query, you can contact:

Financial Services and Pensions Ombudsman,
Lincoln House,
Lincoln Place,
Dublin 2,
D02 VH29.

Tel: 01 567 7000

Email: info@fspo.ie

Website www.fspo.ie

GUARANTEED WHOLE OF LIFE COVER EXPLAINED

WHAT IS GUARANTEED WHOLE OF LIFE COVER?

Guaranteed Whole of Life Cover could give your loved ones a guaranteed lump sum when you die. It can be used to help to pay funeral and other related expenses.

There are no reviews with this plan and if you choose it, it will replace some or all of the life cover on your reviewable protection plan. There is also no medical information needed and we guarantee to accept you for Guaranteed Whole of Life Cover no matter what your medical history is.

It provides whole of life cover, this means that the plan will provide up to €30,000 life cover for your whole life, as long as you continue making your regular payments.

WHO CAN APPLY FOR GUARANTEED WHOLE OF LIFE COVER?

Anyone aged over 65 and under 98 who currently has a reviewable protection plan with Irish Life and is living in the Republic of Ireland can apply for Guaranteed Whole of Life cover.

YOUR GUARANTEED WHOLE OF LIFE COVER PAYMENT

The payment is based on your age at the time you take out your plan. It is also based on the amount and type of the cover. As there is no medical information required, the terms of the plan, such as smoker rates or any special conditions, will be based on the information provided in your original reviewable plan application.

WILL THE PAYMENT BE REVIEWABLE IN ANY WAY?

Your payment will be fixed. We'll set the level of your regular payments at the start of the plan and we guarantee that they will not change.

WHAT HAPPENS IF I MISS OR STOP MAKING PAYMENTS?

If you stop making payments, your plan will also stop and you are no longer covered for life cover.

If you take this plan out to qualify for Section 72 inheritance tax relief, you must continue to make your regular payments and you must make them on time. If you stop making regular payments, you cannot restart the plan and your plan may no longer qualify for Section 72 relief from inheritance tax.

SUITABILITY SNAPSHOT



Guaranteed Whole of Life Cover could be suitable if you:	Guaranteed Whole of Life Cover may not be suitable if you:
✓ are aged 65 or over	✗ are under 65
✓ need €30,000 or less guaranteed whole of life cover	✗ need more than €30,000 guaranteed whole of life cover
✓ have a reviewable plan with Irish Life and want to replace some or all of your life cover	✗ are looking for flexible payments and the possibility to change your cover in the future
✓ want guaranteed payments that will never increase	✗ need inflation protection
✓ do not want to provide any medical information or go through an underwriting process	
✓ need life cover only	

GUARANTEED WHOLE OF LIFE COVER – YOUR BENEFITS EXPLAINED

The different types of Guaranteed Whole of Life Cover are listed below. The type of cover you have will depend on how your original plan was set up, please refer to your plan schedule for more information.

- **Single cover (single life)** – this means that the plan covers one person and we will pay out the life cover once, when that person dies.
- **Dual cover**- this means that both people are covered individually. We will pay out when either of the people die. The plan will continue with full cover on the other person as long as they continue to make payments.

- **Joint life, first death** – this means that both people are covered. We will pay out once, when either you or your partner die, whichever death is first. The plan will then end.
- **Joint life, second death** – this means we will pay the life cover when the second person covered dies. After the first death of the two people covered, payments must continue, and we will not pay any benefit.

EXTRA BENEFITS AND OTHER SERVICES

ADDITIONAL BENEFITS

EARLY PAYMENT IF YOU ARE DIAGNOSED WITH A TERMINAL ILLNESS

This benefit is not available if you are using this Guaranteed Whole of Life Cover to plan for inheritance tax because these benefits could affect the plan's eligibility for relief from inheritance tax (Section 72).

If you are diagnosed as having a terminal illness, we will pay you your benefit straight away. A terminal illness is a condition that, in the opinion of the appropriate hospital consultant and our chief medical officer, means you are likely to die within 12 months. However, if you take out this plan on a joint life, second death basis, the terminal illness benefit applies when the first person has died, and the second person becomes terminally ill.

COMPREHENSIVE RANGE OF SERVICES THROUGH LIFECARE

The **LifeCare** range of services offers you the following, at no extra cost:

MEDCARE

MedCare can help give you peace of mind if you are diagnosed with one of the conditions covered by MediGuide. This means you can have an independent review of your diagnosis and treatment plan from one of a range of leading medical centres around the world. This service is also available to your immediate family including your parents and your spouse's / partner's parents.

NURSECARE

There are nurses available to talk to you 24 hours a day all year round. They can help you decide the best thing to do, whether that's advice on medication or if you should visit your doctor. This service is provided by Intana Assist for Irish Life protection customers.

CLAIMSCARE

If you need to make a claim you will be provided with a dedicated claims team member to help you through the process. We also offer counselling services from the Clanwilliam Institute to help support you through bereavement or illness.

For further information on the **LifeCare** range of services, log on to www.irishlife.ie/lifecare.



LifeCare gives you access to services provided by other companies which are independent from Irish Life. These services are not designed to replace the advice provided by your doctor or your own health professional, but to give you information to help direct you toward the appropriate course of action. Your access to these third party services is subject to their terms and conditions. Irish Life accepts no liability for these services. Irish Life may change the service providers or withdraw access to these services in the future.

PLANNING FOR INHERITANCE TAX: GUARANTEED WHOLE OF LIFE COVER (INHERITANCE PLAN)

The tax information and details in this section were correct in May 2018.

WHAT IS INHERITANCE TAX?

Inheritance tax is paid when someone inherits money, property or other assets. It is normally paid very shortly after the death of the person they are inheriting the assets from.

In general, anyone other than your wife/husband who inherits money, property or other assets from you when you die may have to pay inheritance tax. The amount of tax will depend on:

- the value of their inheritance;
- previous gifts or inheritances they have received; and
- their relationship to you.

If you do not plan ahead, your family could be faced with a difficult decision between having to sell part of their inheritance or having to borrow money to pay the tax bill. If your family is likely to have to pay inheritance tax when you die, it is a good idea to protect them against this beforehand.

HOW CAN GUARANTEED WHOLE OF LIFE COVER (INHERITANCE PLAN) GIVE ME THE PROTECTION I NEED?

The plan will pay out when you die (single life plan) or it will pay out only when both you and your husband or wife dies (joint life, second death).

The joint life option is commonly used for family situations, along with a joint life last survivor will. This means inheritance tax will only arise when your children inherit after you and your husband or wife, both die.

If the plan is on the lives of both yourself and your husband or wife, we will not make any payment when the first person dies. Regular payments on the plan must continue to be paid, and we will pay out on the second death.

We recommend that you take your plan out 'in trust' for your next of kin. This means that we pay the benefit quickly and in line with your wishes. As a result, you will need to fill in a specific Inheritance Tax application form which includes a declaration and the relevant trust forms.



WHAT IS A TRUST?

A trust is a legal document which allows your plan to be held for the benefit of certain people or 'nominated beneficiaries' - normally your next of kin. The person who holds the plan and looks after all dealings with us in relation to the plan is called a trustee. Under our trust, you or you and your husband or wife (in the case of a joint plan) are the trustees while you are alive. On the trust you can choose someone to take over as trustee when both lives assured are dead.

DO I HAVE TO PUT THE PLAN IN TRUST?

You don't have to put the plan in trust. But to make sure that your beneficiaries can formally benefit from the tax relief of Guaranteed Whole of Life Cover (Inheritance Plan), Revenue recommend the plan is either issued in trust or that you say in your will that the plan benefits should be used to pay inheritance tax for your beneficiaries.

Although we provide specific Section 72 trust forms, we recommend that you get professional advice when planning for inheritance tax and dealing with your estate.

IMPORTANT NOTE



Revenue conditions

The benefit of using Guaranteed Whole of Life Cover (Inheritance Plan) is that your beneficiaries will not have to pay inheritance tax on the plan proceeds in certain circumstances. To benefit from this generous tax exemption, the plan must, at all times, meet certain conditions laid down by the Revenue Commissioners. For example, some of the conditions relate to substantially increasing or reducing the level of payments you make into the plan or not making your payments on time. If you have any questions on these

conditions, you should contact your Financial Adviser or talk to us.

Main Revenue conditions

- To ensure this plan qualifies for Section 72 relief, the person covered under the plan must keep up their regular payments and make them on time.
- The level of protection or cover on the plan normally must be at least eight times the value of the regular payments being made each year.
- A joint life plan can only be taken out by a married couple.
- You must continue to make regular payments for at least eight years. (The Guaranteed Whole of Life Cover (Inheritance Plan) provides you with cover throughout your whole life so this condition is automatically met).
- If you stop making regular payments, even after the eight-year period, you cannot start them again. (The Guaranteed Whole of Life Cover (Inheritance Plan) is for the whole of your life so you cannot stop or alter payments. If you stop making payments, all cover under the plan will end and we will not refund any of your payments).
- If your payments double or halve in any continuous eight-year period, in certain circumstances, your plan may no longer qualify for Section 72 relief.

A GUIDE TO MAKING A CLAIM

At Irish Life we are committed to taking care of claims as quickly as possible in a professional, sensitive and sympathetic way.

If you or your family have to make a claim, this section shows you the best way to go about it.

MAKING A CLAIM

- If you die and your personal representatives (usually your family, but your personal representatives refers to anyone named in your will) need to make a claim, they should contact your Financial Adviser or our customer service team on 01 704 1010. We will send them a claim form and explain what to do.
- We will always need a completed claim form, the plan schedule, and the original death certificate. In some circumstances, we will need a certified copy of the will and grant of probate. If there is no will, we may need letters of administration.
- It is our policy to start paying interest on any life cover claim from two months after the date of death. This is in line with industry standards.
- When we receive all the documents and information we need, we will normally make a payment within five days. If our payment is delayed, as a gesture of goodwill, we will pay interest from the date of death rather than from two months after the date of death.

- If your benefit has been legally transferred to your mortgage lender, we will pay the benefit to the lender. We do not pay any extra claim. Please see www.irishlife.ie for more information on claims.

WHO WILL RECEIVE THE BENEFIT WHEN I DIE?

Guaranteed Whole of Life Cover

We pay the benefit to your personal representatives (usually your family but personal representatives refer to anyone named in your will).

Guaranteed Whole of Life Cover (Inheritance Plan)

If the plan has been set up under trust (as recommended) we will pay the benefit to the trustees who will then be responsible for passing it on to your beneficiaries. Your beneficiaries then use the money to pay their inheritance tax. If there is no trust, we pay the benefit to your personal representatives in line with your will. This assumes that you say in your will that the benefit from the plan is to be used to pay inheritance tax for some or all of your next of kin. If you do not state this specifically either in your will or by setting up a trust, the benefit could be seen as another taxable inheritance and added to the total tax bill.

SITUATIONS WHERE WE WILL NOT PAY A CLAIM

We have listed a summary of these situations below.

- We will not pay life cover benefit if your death is caused by suicide, or being executed in a foreign country, within a year of the plan starting.
- We will only pay terminal illness claims if you were living in the European Union, Australia, Canada, New Zealand, Norway, South Africa, Switzerland or the United States of America. If you move outside of these countries, you must let us know immediately so that we can decide whether your benefits should continue.

WILL ANY TAX HAVE TO BE PAID ON THE BENEFITS?

Usually tax does not have to be paid on life cover benefits but in some circumstances tax may have to be paid. For example, when you die, the life cover is paid to your estate and may be seen as another taxable inheritance and added to the total tax bill. This means your beneficiaries may have to pay inheritance tax on the proceeds from the plan (if the beneficiaries are a spouse or civil partner no tax is due).

However, if you are taking out the plan as Guaranteed Whole of Life Cover (Inheritance Plan), the aim is that your beneficiaries will use the money from the plan to pay their inheritance tax bill. If the amount paid under the Guaranteed Whole of Life Cover (Inheritance Plan) is greater than the inheritance tax liability then they may have to pay inheritance tax on the extra amount. Please see the Inheritance planning section (section 4) of this booklet for more details. We recommend you get independent tax advice from your accountant or tax adviser.

We will collect any levies (charges) set by the Government. The current government levy on life assurance plan payments is 1% (May 2018).

CUSTOMER INFORMATION NOTICE - CIN

Plain English Campaign's Crystal Mark does not apply to this customer information notice.

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INTRODUCTION

This notice is designed to highlight some important details about the plan and, along with the Guaranteed Whole of Life Cover booklet, is a guide to help you understand your plan. Full details on the specific benefits and options that apply to you will be contained in your plan schedule, Terms and Conditions booklet and personalised customer information notice which you will receive when the contract is in place. You should read these carefully when you receive them as certain exclusions and conditions may apply to the benefits and options you have selected.

ANY QUESTIONS?

If you have any questions on the information included in this customer information notice you should contact your Financial Adviser or your insurer Irish Life, who will deal with your enquiry at our Customer Service Team, Irish Life, Irish Life Centre, Lower Abbey Street, Dublin 1.

A. INFORMATION ABOUT THE POLICY

1. MAKE SURE THE POLICY MEETS YOUR NEEDS!

The Guaranteed Whole of Life Cover plan is a regular payment whole of life assurance plan. The plan provides life cover only.

You are entering into a commitment to make a regular payment over a relatively long term. Unless you are fully satisfied as to the nature of this commitment having regard to your needs, resources and circumstances, you should not enter into this commitment.

This plan replaces in whole or in part an existing plan with Irish Life. Your financial adviser will advise you as to the financial consequences of such replacement and of possible financial loss as a result. You will have signed a declaration to confirm this.

2. WHAT HAPPENS IF YOU WANT TO CASH IN THE POLICY EARLY OR STOP PAYING PREMIUMS?

The plan does not acquire a cash or surrender value at any stage.

If you stop making payments, all cover under the plan will end and we will not refund any of your payments.

3. WHAT ARE THE PROJECTED BENEFITS UNDER THE POLICY?

The following payment and benefit details are for a typical Guaranteed Whole of Life Cover plan. The figures will obviously vary based on each individual's personal details. The payment quoted below is correct as at 5th May 2018. Figures for your specific plan details will be shown in your customer information notice in your welcome pack. The figures below are based on the following details:

- Protection Benefits: Life cover of €30,000
Cover is on a single life basis.
- Lives Covered: Male non-smoker aged 66 next birthday.
- Payments: €100.69 per month payable by direct debit.
- Term: This is a whole of life plan

All figures are exclusive of the 1% government levy.

The plan provides protection benefits for the remainder of your lifetime as long as you continue to make payments. The plan does not acquire a cash or surrender value at any stage.

ILLUSTRATIVE TABLE OF PROJECTED BENEFITS AND CHARGES

	A	B	C	D	E = A + B - C - D
Year	€	€	€	€	€
	Total amount of premiums paid into the policy to date	Projected investment growth to date	Projected expenses and charges to date	Projected cost of protection benefit to date	Projected policy value before payment of taxation
1	1,208	0	926	282	0
2	2,417	0	1,818	598	0
3	3,625	0	2,668	957	0
4	4,833	0	3,475	1,358	0
5	6,042	0	4,235	1,806	0
6	7,250	0	4,944	2,306	0
7	8,458	0	5,594	2,864	0
8	9,667	0	6,148	3,518	0
9	10,875	0	6,629	4,246	0
10	12,083	0	7,028	5,055	0
11	13,292	0	7,338	5,954	0
12	14,500	0	7,549	6,950	0
13	15,708	0	7,598	8,110	0
14	16,917	0	7,598	9,319	0
15	18,125	0	7,598	10,527	0
16	19,333	0	7,598	11,735	0
17	20,541	0	7,598	12,943	0
18	21,750	0	7,598	14,152	0
19	22,958	0	7,598	15,360	0
20	24,166	0	7,598	16,568	0

The payment made throughout the term of the plan includes the cost of the protection benefits, and all charges, expenses, intermediary remuneration and sales remuneration associated with your plan.

The charges shown in column C include the cost of intermediary/sales remuneration incurred by Irish Life, as described in section 4.

The payments shown exclude any taxes or government levies that may be payable.

4. WHAT INTERMEDIARY/SALES REMUNERATION IS PAYABLE?

The level of intermediary/sales remuneration shown is based on the typical plan outlined in section 3 above. The figures will vary based on the exact plan details in each case. Figures for your specific plan details will be shown in your welcome pack.

ILLUSTRATIVE TABLE OF INTERMEDIARY/SALES REMUNERATION

Year	€	€
	Premium payable in that year	Projected total intermediary/ sales remuneration payable in that year
1	1,208	236
2	1,208	36
3	1,208	36
4	1,208	36
5	1,208	36
6	1,208	36
7	1,208	36
8	1,208	36
9	1,208	36
10	1,208	36
15	1,208	36
20	1,208	36

The projected intermediary/sales remuneration shown above includes the costs incurred by Irish Life in relation

to the provision of sales advice, service and support for the plan. These costs are included in the plan charges set out in column C of the illustrative table of projected benefits and charges in section 3.

5. ARE RETURNS GUARANTEED AND CAN THE PREMIUM BE REVIEWED?

The payment is guaranteed to provide protection cover for the remainder of your lifetime, assuming no changes to your payment or benefits.

6. CAN THE POLICY BE CANCELLED OR AMENDED BY THE INSURER?

We may cancel your plan if you stop making payments.

You must provide any information or evidence which we need to administer the plan.

If we receive evidence that your date of birth as shown on your application form is incorrect, we will adjust the benefits appropriately or we may end your cover and refuse to pay any claim.

We may end your cover and refuse to pay a claim if you did not give us information (or if you gave us incorrect information) regarding an illness or condition that would have affected our assessment of your original application. If that information is not true and complete or if we do not receive all relevant information, we may end your cover and refuse to pay any claim.

If this happens you will lose all rights under the plan and we will not refund your payments. Relevant information includes anything that a reputable insurer might regard as likely to influence the assessment and acceptance of your application. We will provide a copy of the information you gave us in your application or any other forms that you have filled in for us if you ask.

7. INFORMATION ON TAXATION ISSUES

Under current Irish law (May 2018) tax does not usually have to be paid on life cover, but in some circumstances tax may be due. For example, if the life cover is paid to your estate, your beneficiaries may have to pay inheritance tax (there is no inheritance tax due on an inheritance between a married couple or registered civil partners).

Any taxes or levies imposed by the government will be collected by Irish Life and passed directly to the revenue commissioners.

Where the plan is owned by a company or where payments are made by anyone other than the legal owner of the plan, for example from a company or business account, there may be tax implications. In these circumstances we recommend that a financial advisor be consulted regarding any possible taxation implications.

If you wish, you can apply to have this plan effected and approved by the Revenue Commissioners under Section 72 of the Capital acquisitions Tax (CAT) Consolidation Act 2003. If the plan is approved by the Revenue Commissioners it is intended to pay certain inheritance tax arising when the last remaining life covered dies without any additional inheritance tax arising on the proceeds of the plan.

If approved under Section 72, Inheritance Tax will not be payable on the benefit to the extent that the proceeds are used to pay allowable inheritance tax. If any of the benefit is not used to pay allowable inheritance tax then the beneficiaries may have to pay inheritance tax on that amount of the death benefit. There is no inheritance tax due on an inheritance between a married couple or registered civil partners.

To avail of this relief, the plan must be approved by the Revenue Commissioners at

the outset. It is not possible to gain Section 72 status for your plan at a later date.

Please contact your financial adviser or Irish Life if you do not fully understand the likely tax treatment of any benefits payable in connection with your Guaranteed Whole of Life Cover plan.

Loss of Section 72 status

The exemption from inheritance tax outlined will only apply if the plan continues to qualify as a Section 72 plan. The plan could lose its Section 72 status in certain circumstances. These are outlined in the Terms and Conditions booklet.

If Section 72 status is lost it cannot be reinstated.

Please contact your financial adviser or Irish Life if you do not fully understand the likely tax treatment of any benefits payable in connection with your Guaranteed Whole of Life Cover plan, or if you are unsure if any changes you wish to make to the plan might jeopardise its Section 72 status.

However, we recommend that you seek independent tax advice in respect of your own specific circumstances.

8. ADDITIONAL INFORMATION IN RELATION TO YOUR POLICY

What are the benefits and options provided under this plan?

Life cover

If there is one life covered named on the plan schedule (single life basis), we will pay the life cover shown on the plan schedule when the life covered dies. The plan will then end.

Where there are two lives covered named on the plan schedule the plan will have been sold on either a dual life, joint life first death or joint life second death basis. The plan schedule will specify the basis the plan has been written under.

- If the plan has been sold on a dual life basis, we will pay the life cover shown for each life on the plan schedule when each of the lives covered die. The plan will not end until both lives have died and a death benefit has been paid on each death. When a life covered dies, payments must continue until the death of the remaining life covered.
- If the plan has been sold on a joint life first death basis, we will pay the life cover shown on the plan schedule when the first death of the lives covered occurs. The plan will then end even though one life is still alive.
- If the plan has been sold on a joint life second death basis, we will pay the life cover shown on the plan schedule when the second death of the lives covered occurs. After the first death of the two lives covered, payments must continue, and we will not pay any benefit.

If, at any stage, you choose to reduce your life cover and payment, the amount we pay on death will be reduced accordingly. If you have taken out this plan for the purposes of paying inheritance tax due on the death of the life covered or on the event of the

second death if taken out on a joint life second death basis, and this plan has been approved by the Revenue Commissioners under Section 72 of CAT Consolidation Act 2003, the benefit amount after the reduction must be at least 8 times the annual premium to qualify for relief from inheritance tax. If the plan has a loading, the benefit amount after the reduction must be at least 6 times the annual premium to qualify for relief from inheritance tax.

What is the term of the contract?

The plan provides protection benefits for the remainder of your lifetime as long as you continue to make payments.

Are there any circumstances under which the plan may be ended?

We may cancel your plan if you stop making payments.

Is there an opportunity to change your mind?

You have an opportunity to cancel this plan if you are not satisfied that the benefits meet your needs. You may do this by writing to the Customer Service Team at Irish Life within 30 days of the date we send you the details of your plan. On cancellation all benefits will end and Irish Life will refund your payments.

Law applicable to your plan.

Irish Law governs the plan and the Irish Courts are the only courts that are entitled to settle disputes.

What to do if you are not happy or have any questions?

If for any reason you feel that this plan is not right for you, or if you have any questions, you should contact Irish Life Customer Service Team, Irish Life Centre, Lower Abbey Street, Dublin 1 who will deal with your enquiry. Our Customer Service Team also operate an internal complaints procedure and any complaints you may

have will, in the first instance, be fully reviewed by them. If you feel we have not dealt fairly with your complaint, you should contact the Financial Services and Pensions Ombudsman of Ireland at Lincoln House, Lincoln Place, Dublin 2, D02 VH29.

B. INFORMATION ON SERVICE FEE

There are no charges payable to Irish Life other than those set out in your table of benefits and charges and in your Terms and Conditions booklet.

C. INFORMATION ABOUT THE INSURER/ INSURANCE INTERMEDIARY/SALES EMPLOYEE

Insurer

The Guaranteed Whole of Life Cover plan is provided by Irish Life Assurance plc, a company authorised in Ireland. Irish Life Assurance plc is regulated by the Central Bank of Ireland. You can contact us at Irish Life Centre, Lower Abbey Street, Dublin 1, by telephone at 01 7041010, by fax at 01 7041900, and by e-mail at customerservice@irishlife.ie. In the interest of customer service, we will record or monitor calls.

Insurance Intermediary

The Financial Adviser should insert details of their name, legal status, their address for correspondence and a contact telephone number/fax number or e-mail address and where relevant, the companies with whom agencies are held.

No delegated or binding authority is granted by Irish Life to your Financial Adviser in relation to underwriting, claims handling or claims settlement.

D. INFORMATION TO BE SUPPLIED TO THE POLICYHOLDER DURING THE TERM OF THE INSURANCE CONTRACT

We at Irish Life are obliged by law to tell you if any of the following events occurs during the term of your contract:

- we change our name;
- our legal status changes;
- our head office address changes;
- an alteration is made to any term of the contract which results in a change to the information given in paragraph A(8) of this document.

notes:





CONTACT US

PHONE: 01 704 1010
8am to 8pm Monday to Thursday
10am to 6pm on Fridays
9am to 1pm on Saturdays

FAX: 01 704 1900

EMAIL: customerservice@irishlife.ie

WEBSITE: www.irishlife.ie

WRITE TO: Irish Life Assurance plc, Irish Life Centre, Lower Abbey Street, Dublin 1.

In the interest of customer service we will record and monitor calls.

Irish Life Assurance plc, registered in Ireland number 152576, Vat number 9F55923G.

Irish Life Assurance plc is regulated by the Central Bank of Ireland.
